Customer services in public Meter bank*

7542. SHRI GOVINDRAO AD1K: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that public sector banks in the country are far behind foreign banks in so far as moder nisation in the working and improve ment of customer service* are con-•wraed;

(b) if so, the detail* thereof; and

(c) what positive steps Government have so far taken or propose to take to improve the working and customer service, of the public sector banks in order to fact the stiff competition from foreign banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (c) Reserve Bank of India (RBI) had constituted a Committee on Customer Service in Banks under 'fas Chairmanship of Shri M. N. Goiporia, the then Chairman, State Bank of India i« September, 1990 to go into the various aspects of customer service in banks, and make suitable recommendations for improvement. RBI have carefully examined the various recommendations of the Committee and have suitably advised all scheduled commercial banks to) take steps to implement majority of the recommendations. In so far as modernisation in the working of banks and improvement in customer service is concerned, as 0n 31-12-93, public aector banks had partially/fully, computerised 41 branches. In addition, public sector banks have, prepared plans for total computerisation of 400 branches during; the next 2/3 years.

/xoise doty on tyres and taves of ankeat drsven vehicles

7543. SHRI GOVINDRAO ADIK: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that some big tyre producers have suggested Government to impose excise duty on tyres and tubes of animal driven vehicles (ADV) whereas the All India tyre Dealers Federation (AITDF) has appealed *to* Government to reject this suggestion in the larger interest of the rural papulation;

(b) if so, the details thereof;

(c) whether Government will consider not to levy excise duty on ADV tyres and rube* as this excise duty would hit lakhs of rural poor bullock-cart owners who will have to pay the high prions; and

(d) if so, the particulars thereof add if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): fa) and (b) The Government has received a request from the Automotive Tyre Manufacturers Association (ATMA) for imposition of nominal excise duty on animal driven vehicle (ADV) tyres. However the All India Tyre Dealers Federation (AITDF) has suggested the continuation of exemption from excise duty On annual driven vehicle (ADV) tyres and tubes.

(c) At present, there is no specific pro posal under consideration for imposi tion of excise duty on the exempted varictieg of animal driven vehicle (ADV) tyres and tubes.

(d) Doe, not arise in view of (e) above,

eiss duty en fyres and tares o4 animal victims

7544. DR. BAPU KALDATE: Will the Minister of FINANCE be pleased to state:

(a) whether foreign aid b/s bB received for Latur earthquake. rabief measures;

(b) if so, the extent thereof as against the relief sought;

(c) the extent of foreign aid received and given to the Maharashtra Govern-^ ment for relief work and the actual amount of aid spent; and

(d) the work$_s$ taken up with the aid and those which have been completed?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (d) Yes, Sir.

An agreements for Maharashtra Emergency Earthquake Rehabilitation Project hag been signed with the World Bank fox an IDA Credit of $ 246.00 million.

In addition to the proposed World Bank as:stance$_9$ some foreign countries ether orgaisation's have offered assistance by way, of grants/commodity assistance worth Rs. 859.8 Crores, approximately. The proposed assistance would be utilised by Government of Maharashtra.

Involvement *of* S.B.I Official m frand

7545. SHRIMATI KAMLA SINHA: DR. BAPU KALDATE:

Will the Minister of FINANCE be pleased to state:

(a) whether it % a fact that a senior official of the State Bank of India was found involved in a Rs, 60 crore bank,[1] fraud relating to a public sector undertaking involved in the production and development of Prithvi Missile;

(b) if so, what are the details thereof: and

(c) what action hag been taken by Government in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (c) State Bank of India (SBI) had reported that a cheque of Rs. 60 crores drawn on Andhra Bank by M/s. Bharat Dynamics Ltd. (BDL) in favour of SBI Green Park Extension, New Delhi branch for investment in term deposits was received through an officer of the Branch. The proceeds of the cheque were credited to a current account opened in the name of M/s. Jaydees International and 3 Special Term Deposits (STDRs) for Rs. 20 crores each favouring the said firm were also issued by the branch. Subsequently, the firm requested, inter-alia, for a loan of of Rs. 15 crores against one of the STDRs and another STDR for Rs. 2,67,80,000 in favour of BDL. In view of the large amount involved, the matter was referred by the branch to the controlling office which alerted the branch to verify the genuineness of the transaction and he bonafldes of the account holder. In the meanwhile an officer of M/s. Bharat Dynamics L^{f}d. contacted the branch for collecting the STDRs favouring the undertaking for issue of which it had issued the cheque of Rs. 60 crores. This brought the fraud to light. The bank has not suffered any loss. The bank has lodged an FIR with Delhi Police and the officer concerned in the branch has been arrested by the police and has also been placed under suspnsioa by the bank.

Agenda drawn op by die Finance Ministry for PMs visit to USA

7546. DR. SHRIKANT RAMCHAN-DRA JICHKAR: Will the Minister of FINANCE be pleased to state:

(a) what were the major points of agenda drawn up by the Ministry of Finance for the Prime Minister's recent visit to USA;

(b) whether the Ministry are satisfied on the outcome of the Prime Minister's visit from the Ministry's point of view; and